



EXECUTIVE ASSISTANT/PROJECT SUPPORT OFFICER TO THE CEO

JOB & PERSON SPECIFICATION

SEPTEMBER 2021



Position Title:	Executive Assistant/Project Support Officer to the Chief Executive Officer
Department / Function:	Office of the Chief Executive

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or

About St John Ambulance Australia - South Australia Inc

danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

Position Summary and Requirements

The Executive Assistant/Project Support Officer works within a dynamic environment, and is responsible for providing high-level and confidential executive administrative support, as well as support to projects undertaken by the CEO's office.

As the primary contact point for the CEO's office, the ability to collaborate across teams, manage communications, prepare written reports, project manage and co-ordinate partnerships with a wide range of internal and external stakeholders is essential.

The Executive Assistant/Project Support Officer also provides administrative support including diary management to the Chair of the Board.

Key Relationships

Number of Direct Reports:	<ul style="list-style-type: none">• Nil
Key Internal Relationships:	<ul style="list-style-type: none">• Executive Team• Senior Managers• Other executive assistants• Staff and volunteers
Key External Relationships:	<ul style="list-style-type: none">• Relevant Government entities including the Minister for Health, SA Ambulance Service and SA Health• Partner organisations including SAFECOM, CFS, SES, MFS, SLSA• Key clients managing major events• Volunteering SA

- Event promoters

Key Accountabilities	Key Tasks	Measures
CEO Support	<p>Provide a first point of contact for the office of the CEO through excellent customer service and attention to detail.</p> <p>Proactively manage the CEO's diary, ensuring that priorities are met in a timely way.</p> <p>Organise CEO travel requirements including preparing itineraries and travel documentation.</p> <p>Maintain and update executive office procedures including correspondence, filing and accounts/expenses – including the processing of invoices and purchase card reconciliations.</p>	<p>Diary up to date at all times</p> <p>Travel requirements to CEO expectations as advised</p> <p>Invoices processed to required time frames</p> <p>Filing up to date</p>
Projects	<p>Manage allocated projects within time and budget parameters (such as Strategic Plan, Business Plan, Reconciliation Plan)</p> <p>Undertake research, data analysis and prepare written documentation, including Executive, Committee and Board briefs.</p> <p>Assist with the writing and distribution of internal and external communications.</p> <p>Maintain and update organisational policies and procedures.</p>	<p>Project deliverables satisfied to schedule agreed with CEO</p> <p>Communications to schedule and requirements as determined by CEO</p>
Events	<p>Coordinate and manage member events, including awards and investiture functions.</p> <p>Provide assistance with fundraising events as necessary in conjunction with the marketing and communications team.</p>	<p>Events delivered to schedule as determined by CEO</p>

Meetings	<p>Coordinate internal and external meetings.</p> <p>Liaise with external organisations, dignitaries, other stakeholders and St John members.</p> <p>Prepare agendas, record minutes and provide documentation arising from CEO and Board Sub Committee meetings, including the tracking of actions.</p> <p>Assist with the logistics of setting up Board meetings.</p>	<p>Documentation prepared and distributed / released as determined by CEO</p> <p>Board meetings set up to requirements as determined by CEO</p>
Workplace Health and Safety	<p>Maintain current First Aid Certificate, Manual Handling and Infection Control Training</p> <p>Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures.</p> <p>Monitor and report on WHS arrangements in the learning environment.</p> <p>Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to management.</p>	<p>Compliance training and requirements completed and up to date</p>

Knowledge, Experience and Capabilities

- Demonstrated successful experience in providing executive services to a CEO or senior executive.
- Sound ability to work autonomously and with minimal supervision.
- Demonstrated experience in the planning, coordination and management of projects, including meetings and events.
- Highly developed time management, planning and organising skills, including the ability to work on multiple tasks and meet tight deadlines.
- Well-developed interpersonal and emotional intelligence skills that foster trust and cooperation in others.
- Excellent written and verbal communication skills including the ability to vary styles and formats to suit diverse audiences and contexts.
- Demonstrated attention to detail and accuracy.
- Ability to exercise sound judgement and insight when confronted with complex, difficult and/or sensitive issues or problems.
- Demonstrated ability to work as an effective and collaborative team member.
- Demonstrated ability to deal with complex, sensitive and/or difficult issues in a diplomatic and professional manner.
- Ability to undertake research in a range of topics to produce accurate and concise reports and briefings.
- Adept in the use of the Microsoft 365 suite of programs including Outlook, Teams, Word, Excel, PowerPoint, Visio and PowerBI.

Personal Attributes

Leads Self and Others

- Is self-aware and understands, manages and willingly adjusts the impact of own styles and behaviours on others to achieve good outcomes for the organisation.
- Is respectful, honest, ethical and trustworthy.
- Exemplifies the organisation's values and holds self and others accountable in this regard.
- Seeks and receives regular feedback on progress and performance and participates in Performance Review and Development processes.

Resilience

- Sees that change and complexity are an essential component of working in a dynamic and satisfying environment.
- Is positive-minded and agile when faced with adverse and/or changing circumstances.
- Is reflective, learns from mistakes and empowers other to do the same.

Engages Others

- Builds strong and sustainable relationships with colleagues, volunteers, partners and external stakeholders.
- Actively models a culture of learning, development and continuous improvement in self and others.

Qualifications

- Qualifications or demonstrated equivalent experience in executive administration or a related field
- Experience working with non-government organisations and community services is preferred

Essential Requirements/Special Conditions

- Current South Australian Driver's License.
- The position is based at the Unley office, but the incumbent must be prepared to relocate within St John SA should the need arise.
- Some out of hours work and intrastate travel will be required.
- Current National Police Certificate and Working With Children Check, both of which are acceptable to St John SA, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Child Safe Environments training within the first 6 months of employment.
- Must abide by all St John SA policies and procedures, and other reasonable and lawful management directions.



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Andrew or Trish Retallick (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.